

Acer Healthcare Operations Limited

Cedar Court Care Home

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Inspected but not rated

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Cedar Court is a nursing home providing personal and nursing care for up to 75 older people some of whom had a physical disability or were living with dementia. The home is a large adapted building. At the time of the inspection there were 60 people living at the service.

People's experience of using this service and what we found

Staff and the management team ensured that people and their families were at the centre of the delivery of care. People were treated as individuals whose life and experiences were considered and factored into care planning. Staff looked after people in a kind and compassionate manner and treated them with dignity and respect. People and relatives were at the centre of decision making about their care.

Staff at the service took steps to find out what people had done in the past and looked at ways to accommodate activities that were important to people. There were a range of activities available within the service and outside. Staff ensured that people who were nearing the end of their life were provided with care and compassion and that people's last wishes were fulfilled where possible. The registered manager told us they would take steps to include more detail in people's care plans around their specific care and end of life wishes.

The service had a strong, visible person-centred culture to help people to live their lives to the fullest. People and staff told us the registered manager and the senior staff were supportive and valued their input. The registered manager and staff worked in partnership with people's families and outside organisations to improve the care and support people received. The management team was proactive with regard to how people's support could be improved.

Rating at last inspection (and update)

The last rating for this service was Requires Improvement (published 4 November 2020). Prior to this we inspected the service in October 2019 and there were three breaches of regulation that we looked at this latest inspection. The provider completed an action plan to show what they would do and by when to improve. At this inspection we found there were improvements and the provider was no longer in breach of regulations.

Why we inspected

This was a planned inspection based on the previous rating.

We carried out an unannounced comprehensive inspection of this service in October 2019. Breaches of legal requirements were found in relation to people not always being treated with dignity and respect, planning of care was not always detailed and complaints were not always being investigated appropriately. The provider completed an action plan after this inspection to show what they would do and by when to improve.

We undertook this focused inspection to check they had followed their action plan and to confirm they now

met legal requirements. This report only covers our findings in relation to the Key Questions Caring, Responsive and Well-led which contain those requirements.

The ratings from the previous comprehensive inspection for those key questions not looked at on this occasion were used in calculating the overall rating at this inspection. The overall rating for the service has changed from Requires Improvement to Good. This is based on the findings at this inspection.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Cedar Court on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe.

Details are in our safe findings below.

Inspected but not rated

Is the service caring?

The service was caring.

Details are in our caring findings below.

Good ●

Is the service responsive?

The service was responsive.

Details are in our responsive findings below.

Good ●

Is the service well-led?

The service was well-led.

Details are in our well-led findings below.

Good ●

Cedar Court Care Home

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

Our inspection was completed by three inspectors.

Service and service type

Cedar Court is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means they and the Provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this

report.

During the inspection

We spoke with twelve people who used the service about their experience of the care provided. We also observed care and interaction between people and staff. We spoke with six members of staff including nursing and care staff and the registered manager. We reviewed a range of records including complaint records, care plans and daily notes.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at policies, audits and meeting minutes.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Good. As part of this although we did not look at all of the key questions under Safe, we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Preventing and controlling

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect

At the inspection in October 2019 this key question was rated as Requires Improvement. At this inspection this key question has improved to Good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Respecting and promoting people's privacy, dignity and independence

At our inspection of the service in October 2019, we found the provider had not ensured people were always treated in a dignified way or that people's choices around their care was respected. Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 10.

- The registered manager told us they had worked with staff around dignity and respect. They said, "Staff are engaging more and asking people how they want to be supported with their mealtimes." People told us that staff were respectful to them with comments including, "Staff do show me respect, it's important they are polite" and "They treat me well. Staff knock on the door before they come in."
- We observed staff being courteous and considerate to people throughout the inspection. For example, one member of staff was seen to stoop down to a person's level when speaking to them. On another occasion a person was discreetly asked by a member of staff if they needed support to use the bathroom. A member of staff said, "We need to ask first before doing anything and explain what we are going to do even if they can't answer." Another said, "I constantly repeat myself where necessary and never get frustrated. So people feel they are being listened to."
- Staff encouraged people to be independent whilst offering support if needed. Staff walked beside people to encourage them to walk and during mealtimes staff prompted people to eat their meals. One member of staff told us, "We encourage them to do as much as possible for themselves. We don't want to take that independence away."

Ensuring people are well treated and supported; respecting equality and diversity

- People were complimentary about the kind and caring attitude of staff. One person said, "The carers are kind, they chat away." Another person said, "They are all thoughtful and attentive. They are all very sweet" and a third person said, "The staff are very caring, can't do enough for you. They are excellent."
- We saw examples of staff being kind and attentive to people throughout the day. They ensured that people were treated as equals. For example, one member of staff talked through world news events with people in an age appropriate way without sounding condescending or patronising. Staff would greet people whilst walking past them and we saw staff wave to people across the room. On one occasion a member of staff greeted a person with a hug and said, "It's so lovely to see you." We could see the positive impact this had on the person.
- There was a religious service planned for people at the home which people told us was important to them. One person said, "Yesterday we had a church service in the garden it was brilliant." Another said, "We had a church service yesterday outside. I'm Church of England and this is important to me."

- Relatives and friends were encouraged to visit and maintain relationships with people. People were also encouraged to develop friendships at the service. One person told us, "I've made friends with people living here. Lots of lovely people here."

Supporting people to express their views and be involved in making decisions about their care;

- People told us that they felt involved in their care planning. One person said, "They listen to what you have to say." Another person said, "I can get up when I want. My preference for a female carer is respected."
- There were people that chose to stay in their rooms and staff respected this decision. People were able to make choices about when to get up in the morning, what to wear and activities they would like to participate in. One member of staff said, "You respect their space and needs. Be aware of their routines and what's important to them." Another told us, "Always explain to people what is best for them and give them the options."
- People's rooms were personalised with things that were important to them and reflected their interests.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the inspection in October 2019 this key question was rated as Requires Improvement. At this inspection this key question has improved to Good. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences; End of life care and support;

At the inspection of the service in October 2019, we found that staff were not familiar with the care that people required, and care plans did not contain appropriate information around people's needs and wishes. Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 9.

- At the inspection in October 2019 we found that care plans were not detailed around the care needs of people. At this inspection we found care plans outlined individual's care and support including personal hygiene, dietary needs, safety and environmental issues. One member of staff said, "The care plans are easy to navigate and tell me what I need to know." However, we raised with the manager that more detail was needed to ensure that the appropriate guidance was included relevant to the specific needs of people. The registered manager told us that they would speak to staff about ensuring more detail was added. The risks around this were mitigated as there was a stable staff group who knew people well.
- There were also life stories in place for most people although the registered manager acknowledged that these were still being worked on for some people. One person told us, "They have a good understanding of my care needs." Another told us, "Staff are very good at what they do, they know how I like things done." One member of staff said, "I talk to them about their past interests which helps me get to know them." Another told us, "After resident has been admitted we have a handover to talk through their wishes and feelings. I like to talk to the next of kin about likes and dislikes. I think without proper knowledge you can't provide person centred care."
- End of life care was provided in a dignified and respectful way. The care plans we reviewed contained information on whether people wanted to be resuscitated and that they may want to remain at the service. The registered manager told us the care planning for end of life care was still being developed. Relative's fed back to the service about the care their loved ones received at the end of their lives. One relative said, "We send out thanks and deep gratitude for your patience and care you have given to her (their family member)."
- Staff told us how important it was to them how people were cared for in their last days. One told us, "You make sure they are comfortable and pain free. It's the little things that are important. Playing their favourite music." Another said, "I think you have to make people as comfortable as possible. It's important the family see the loved is having good care."

Improving care quality in response to complaints or concerns

At our inspection of the service in October 2019 we found that people's complaints were not always listened to or addressed. Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 16.

- People told us they would raise concerns if they needed and felt they were listened to. One told us, "I would go to the manager if I wanted to make a complaint, she would sort it out."
- Complaints had been investigated thoroughly and people were satisfied with the response. For example, according to the complaint folder a family had raised concerns about their family members appearance. We saw the registered manager had met with the family and steps were taken to address this. A written response was then provided to the family.
- Staff told us they would support people with complaints, one told us, "If it's a serious complaint then I would recommend they speak to the nurse or deputy. If it's something minor, then I can deal with it." Another said, "We would tell them the process and regularly remind people living with dementia of what stage the complaint has been taken to and how it is being dealt with."

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them;

- People were very complimentary about the activities and social life at the service. Comments included, "Wonderful activities, we do exercises, memory lane reminiscence where we think about things from the past. This morning is newspaper reading. I'm not a big TV fan, so these mornings help me keep up with what's going on in the world" and "Very good activities here. We do keep fit, singing - there's all sorts going on."
- Activities were tailored to people's individual needs and wishes. During the day we observed activities taking place on both floors of the service. The activities staff ensured that people were engaged and involved in these activities including talking about the world news and arts and crafts.
- People that were cared for in their rooms were also supported with activities to reduce the risk of social isolation. Staff made efforts to ensure that people were still able to participate in hobbies that were important to them. One person told us, "The staff are very kind here. They talk to me a lot and will sit and have a chat frequently." One member of staff told us, "(Person) was enquiring about painting so showed them on the laptop. We looked up where they lived, their paintings, they really enjoyed it."

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- Care plans had records in place which detailed how the person was able to communicate. Examples included whether the person was able to verbally communicate. One member of staff told us, "We also use laptops to encourage conversation."
- Staff were seen to approach people according to their communication needs. For example, one person was hard of hearing and a member of staff leaned down to meet their eyes where they were sitting and spoke clearly.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as Requires Improvement. At this inspection this key question has improved to Good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- At the previous inspection we made a recommendation around ensuring that records in people's rooms relating to food and fluid charts and repositioning were kept up to date. At this inspection we found this had been addressed.
- People were complimentary of the registered manager and the management team at the service. One person told us, "The manager is lovely - can't do enough, she's wonderful." Another person said, "The manager is very good, and the staff always listen if I have any questions."
- Staff also fed back positively about the leadership from the provider level to the management at the service. One told us, "Most important thing about working here is knowing that management is approachable." Another said, "I think (registered manager) is good, she has huge knowledge. She likes things to improve. She is visible which is important." A health care professional told us, "I must give particular praise to (registered manager) who seems to really keep everything well maintained."
- The registered manager and the senior management team led by example which influenced staff's attitude to work in a positive way. Throughout the inspection the management team took time to speak and engage with people.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- There was involvement and input from people and relatives about how they wanted the home to be run. Regular meetings took place with people and relatives to provide feedback.
- Staff had a sense of pride and a feeling of being integral to the service's success. One member of staff said, "Communication within the service is very good. The staff here have been working as a team. Care is much more person centred; the quality of care is better."
- Staff were congratulated by the management team and the provider for things that they had achieved in the service. The registered manager told us the service had been nominated for seven provider awards, "We have been nominated for best care home of the year (provider award), nominated for deputy manager of the year. I am proud of my team."
- Staff fed back about how they felt about being supported and feeling valued. One member of staff told us they had been encouraged to take on more responsibility assisting nurses with care planning and administering medication. They said, "The company really invests in the staff." Another told us, "I felt that I was encouraged to develop."

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; How the provider understands and acts on duty of candour responsibility

- The provider and the management team undertook audits to review the quality of care being provided. These included audits of people's skin integrity, falls, infection control audits, medicine audits and health and safety audits. Actions plans were recorded and followed up on.
- For example, it was identified in an audit in July 2021 that wounds and bruises need to be measured with a disposable tape measure. Wounds should be photographed with the tape measure in place. We saw that this action had been completed.
- Where things had gone wrong the provide ensured that relatives were contacted, and apologies were made.

Continuous learning and improving care; Working in partnership with others

- The registered manager and staff were passionate about driving improvements. For example, the registered manager told us, "We have been concentrating on improving mealtime experience. Utilising flash meetings to discuss mealtime experience and how to make the experience better." They told us they had introduced snack stations on the floor where people lived with dementia to encourage those that found it difficult to sit and eat a meal. They told us that there had been a reduction in pressure sores at the service, "We've come a long way."
- Health care professionals were complimentary about the joint working they undertook with the service. One told us, "Care staff seem happy and engaged. Clinically I don't have any concerns." Another told us there had been, "Great improvement" at the service.